

***IDAHO STATE BOARD OF MEDICINE***

***STRATEGIC PLAN***

***FISCAL YEARS 2007-2010***

**SUBMITTED JULY 1, 2006**

SIGNED: \_\_\_\_\_

  
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## KEY TERMS

**Assumptions-** Current or future trends used in the planning process, presumptions about future trends or activities that may affect the organization

**Benchmark-** Desired outcome or goal quantified measurement

**Goal-** Usually a projected future aim or ambition, for strategic planning in the state a five year goal is used

**Objective-** What is to be accomplished by the activity, the target behavior or desired outcome?

**Output Measure-** The objective measure that shows you are working on the goal, what an outsider could see, touch, feel to know that step is accomplished or in progress.

**Performance Output Measure-** What measurable performance or behavior is changed as result of that step or goal being accomplished?

## **Vision Statement**

***Every citizen in the state and every licensee of the Board of Medicine are able to discuss the purpose, scope and function of the Idaho State Board of Medicine.***

We anticipate that public demand for information will continue to increase as will the need for public education and information about the board's function and activities. We predict an increase in applications in all professions and increased administrative, investigative and disciplinary demands on the Board. We anticipate the ability to avoid duplication of effort by hospitals and allow secure access to licensing information by participating hospitals. We anticipate being able to incorporate information from the Patient Freedom of Information web site with appropriate disclaimers into the Board license verification information to simplify the information sources for the public. We anticipate the disciplinary process will become more litigious and there will also be an increasing demand for prelitigation resources. We visualize the need for increased technology reliance to more effectively meet these escalating demands. We forecast the need for increased technology training and specialized staff positions. We foresee the need for increased resources to meet the demand for public information. We expect that all changes carry with them an inherent need for increased education to insure all staff are able to meet the challenges of the future.

## **Mission Statement**

***Fair and impartial application and enforcement of the practice acts.***

The State Board of Medicine is a self-governing agency operated with dedicated funds from licensees of the agency. It operates with seven boards, one advisory committee and forty one board/committee members. The Board serves as the primary vehicle in the state for licensure and discipline of physicians, doctors of osteopathy, physician assistants, dietitians, occupational therapists, occupational therapy assistants, respiratory therapists, and athletic trainers. The Board provides for limited permits for polysomnographers as it applies to the practice of respiratory therapy. The Board registers medical interns, externs, residents, physician assistant trainees, and polysomnography trainees in approved training programs. The Board of Medicine regulates supervising physicians who supervise physician assistants and directing physicians who supervise athletic trainers. The Board has primary responsibility for the coordination of malpractice prelitigation hearings.

## **Key External Factors and Assumptions for Strategic Planning**

### *Economic*

The state population and number of professionals licensed by the Board will continue to increase over the next five years.

Federal and state initiatives, insurance carriers, and technological advances could affect state health care delivery system and professional regulation especially within the arena of the practice of medicine over state lines.

Cost and quality of medical care will remain on the consumer hot topic list and continue the demand on all state medical regulatory systems.

### *Political*

Disgruntled licensees will continue to use the legislature rather than the court system for appeal in disciplinary matters.

There will continue to be an increased need for political awareness of issues related to health care professionals and regulatory agencies.

Legislators have limited time and resources and may continue to use lobbyists rather than a state source for information.

Special interest groups will continue to influence politics.

### *Technological Trends*

New technological advances will increase the access to information. Public access demand will increase the agency technology workload.

Technological advances will require a knowledgeable staff and dedicated funds to maintain viability in the future.

Technological advances will require new security processes to protect privileged information.

## **Key External Factors and Assumptions for Strategic Planning (contd.)**

### *Environmental Trends*

Increasing cost of natural resources could impact the agency financial plans.

### *Social*

Health care cost containment will remain a key social issue while conversely malpractice litigation will continue to grow.

Increased accountability for social and health programs expenditures will remain high on the consumer interest list.

### *Personnel Resources*

Physician willingness to serve on the Board could be affected by political and social factors.

Staffing resources will continue to be limited, including experienced nurses, and retention of qualified personnel will remain a priority

## **Office Philosophy**

We believe that regardless of the political or judicial environment, the primary goal and function of this agency is public protection.

We believe that our obligation is to the citizens of Idaho and members of the health professions we license.

We believe information provided by this office should be accurate, objective, and provided in a timely manner.

We believe in continuous improvement and always strive to perform our functions in an ethical, honest, manner that is both responsive and accountable to those we serve.

We believe that education is a key element in continuous improvement and that each member of the staff must be encouraged and supported to reach and utilize their full potential.

We believe that continuous quality improvement is not a slogan but a system of beliefs, training, knowledge and management commitment to provide the highest quality most cost-effective service.

## **FIVE YEAR GOALS**

To improve and cultivate public outreach activities

To continue to improve communication with licensees

To meet or exceed the public demand for information

To provide secure site access for hospitals employing licensees of the Board

To utilize technologies to improve function and reduce cost

To identify and address the training needs of the staff and Board members



## FUNCTIONAL AREA- LICENSING AND DISCIPLINE

GOALS AND OBJECTIVES	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURES	PERFORM OUTCOME M
<b>GOAL</b>						
Meet or exceed the public demand for information	X	X	X	X	Currently 50% of all requests for information are written, on line use improves access to information (24hr/7days) and decreases waiting time, mailing costs and personnel time)	Web utilized as pri for information, do license renewal pro requests for inform by 25%. BENCHM
<b>OBJECTIVE</b>					On Line renewal save costs by decreasing temporary staff hires, financial processing time and postal costs. Currently 27% of licensees renew on line	On-Line renewal p by 40% of licensee BENCHMARK
To meet public and licensee need for information and documents.						
					On Line renewal information increased , licensees use on-line renewal as primary renewal process	40% of licensees u renewal process
<b>ACTION</b>						
Design Web site that will allow the public immediate access to license and discipline information via the net	X	X	X	X	Web site operational, license verification, profile information and document storage system integrated with web site. Profile information incorporated into web site with disclaimer information	Public access to inf operational. Web si primary source for verification, inform forms
Develop a secure access for physician information to expedite credentialing, eliminate duplication, and enhance communication			X	X	Secure access established, hospitals trained on use, rule and legislative changes evaluated, process established.	Hospitals using sec information in cred credential review fo privileges 50% of h on line access
Continue to encourage feedback on the web site from users	X	X	X	X	Feedback received on regular basis	Public/licensee com access addressed, c ongoing to meet pu

## FUNCTIONAL AREA- LICENSING AND DISCIPLINE

GOALS AND OBJECTIVES	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURES	PERCENTAGE OUTPUT
<b>GOAL</b> Utilize technology to improve agency function and reduce cost			X	X	Currently only Board of Medicine and Committee on Professional Discipline are paperless.	100% paperless board/committee (Benchmark)
					<i>Demonstrated decreased copy, paper and personnel costs with paperless meeting.</i>	
<b>OBJECTIVE</b> Reduce time and costs for seven board/committee meetings and renewal functions						
<b>ACTION</b>						
Document storage system in place and staff trained in operation	X	X	X	X	Staff able to convert documents to electronic media	All investment documents electronic members
Process in place for conversion of incoming documents	X	X	X	X	Written process being followed	Identified to electronic
Laptops purchased and receipted to board/committee members		X	X	X	Board/committee members have access to laptop	Laptops is
Members trained on media format and access			X	X	Members accessing electronic meeting info	Members informational media

## FUNCTIONAL AREA: ADMINISTRATION AND MEMBERS

GOALS AND OBJECTIVES	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURES	PERFORMANCE OUTPUT
<b>GOAL</b> Improve and cultivate public outreach activities	X	X	X	X		Board ini at least si
Continue to improve communication with licensees	X	X	X	X		outreach/ year.(Ben
<b>OBJECTIVE</b> Increase licensee and public knowledge of Board function						
<b>ACTION</b>						
Identify public outreach opportunities and licensee communication opportunities	X	X	X	X	Meetings and activities are identified/web information for public request listed	Board pla outlined/
Board identifies most significant misunderstandings of Board function or scope	X	X	X	X	Items identified	Projected
Staff and Board members are updated on topics and schedule of events	X	X	X	X	Schedule available to members and staff	Staff and scheduled

## FUNCTIONAL AREA: PRELITIGATION

GOALS AND OBJECTIVES	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURES	PERFORMANCE OUTCOME MEASURES
<b>GOAL</b> To utilize technologies to improve function and reduce cost	X	X	X	X	<i>Information currently captured in multiple formats (EXCEL, WORD) and requires increased time and effort to capture</i>	Data collection improved of statistical information captured on and data for data management (Benchmark) administrative time decreased, and adequately funded. stable at 1.5 FTE
<b>OBJECTIVE</b> Improve data collection, streamline the administration of the prelitigation process, and insure adequate funding and staffing.						
<b>ACTION</b>						
Identify needed information to capture pertinent statistical data	X	X	X	X	Required information identified	Pertinent information
Redesign database to incorporate prelitigation information or develop separate database.	X	X	X	X	Database redesigned or new database purchased	Database functional administrative tasks
Identify paperless tasks for process	X	X	X	X	Tasks identified	Electronic media used process where applicable administrative tasks
Identify funding resources for the prelitigation process	X	X	X	X	Fees for process distributed among users	Adequate funding in place

## FUNCTIONAL AREA: TRAINING AND EDUCATION

GOALS AND OBJECTIVES	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURES
<b>GOAL</b> Identify and address the training needs of the members and staff on on-going basis	X	X	X	X	<i>Ongoing benchmark</i>
<b>OBJECTIVE</b>					
Increased staff satisfaction and competency in office equipment and software, new members orientated in minimal time					
<b>ACTION</b>					
Staff/members to identify training needs	X	X	X	X	Training needs identified
Identify resources to meet the training needs of the staff/members	X	X	X	X	Training resources identified
Identify training and orientation needs required by new staff/members	X	X	X	X	Training and orientation plan outlined
Plan for technology changes that impact training needs	X	X	X	X	Training included in acquisition of new equipment and technology
Identify and plan for funds to meet training needs	X	X	X	X	Funding available for training
Re-evaluate training/orientation plans at least annually	X	X	X	X	Plans re-evaluated and updated annually